

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

P.O. Box 419064, Rancho Cordova, CA 95741-9064



August 22, 2008

CSSIN LETTER: 08-05

ALL IV-D DIRECTORS
ALL COUNTY ADMINISTRATIVE OFFICERS
ALL BOARDS OF SUPERVISORS

Reason for this Transmittal

- ☐ State Law or Regulation Change
- ☐ Federal Law or Regulation Change
- ☐ Court Order or Settlement Change
- ☐ Clarification requested by One or More Counties
- ☐ Initiated by DCSS

SUBJECT: REGISTRATION OF SUPPORT ORDERS IN THE CHILD SUPPORT ENFORCEMENT SYSTEM

The purpose of this letter is to emphasize to all IV-D Directors the importance for local child support agency (LCSA) staff to review, understand, and follow the statewide procedures provided in the updated *Registering a Support Order* Quick Reference Guide (QRG) and the *Transferring a IV-D Case* QRG.

These QRG's were reviewed and subsequently revised by the Registering a Support Order (ROFO) Workgroup. The ROFO Workgroup, comprised of representatives from LCSAs, the Business Partner and the Department of Child Support Services staff, was charged with developing statewide procedures to assist workers in determining when it is appropriate to register orders and in managing court orders that are enforced by more than one LCSA due to split case scenarios.

The latest version of these two QRGs will be available on the California Child Support Central website in early September 2008. Key registration processes identified in the two QRG's are as follows:

- **LCSAs are not required to register another county's order when:**
 - Administratively enforcing a support order;
 - Transferring a case between transitioned counties (support orders are already listed in the Child Support Enforcement (CSE) system). Follow the steps in the *Transferring a IV-D Case* QRG to change the managing county
- **LCSA's are required to register another county's order when:**
 - Judicial enforcement is required (such as a modification, Supplemental Summons and Complaint, or Order of Examination);
 - Local procedures require registration

- After registering another county's order, the LCSA's must follow the procedure as outlined in the *Registering a Support Order* QRG:
 - Update the court caption, linking the underlying court order with the registered court order.
 - Loading the support order if not already in CSE, or update the support order detail with the correct court order number.
 - All accounts and charging instructions must be updated to the new court case number. Refer to the *Creating and Updating Case Accounts*.QRG for specific procedures.
- **LCSA's are required to assume Case Management Responsibility (CMR) of another LCSA's case when:**
 - There is more than one case in CSE that is being enforced with the same court order in more than one LCSA (split case);
NOTE: To determine which LCSA should assume case management responsibility in a split case scenario, refer to Table 1 in the *Transferring a IV-D Case* QRG
- **LCSA's will not change CMR when:**
 - Pending legal actions exist (for example, a Summons & Complaint is out for service, hearing is pending, LCSA has received a demand regarding a lien against real property or a consolidation of court orders is pending),

The ROFO Workgroup also identified a need for and finalized instructions for working cases that have been identified with historic order(s) with active financial accounts. These cases are captured in post conversion clean-up Report 77-08 (Historic Support Orders With Active Accounts) which is located at the LCSA Secure Website via the California Child Support Central website. Instructions for working the post conversion clean-up Report 77-08 are contained within the *Registering A Support Order* QRG and the *Adding and Editing Court Captions* QRG. The latest version of the *Editing Court Caption* QRG will also be available on the California Child Support Central website in early September 2008.

It is imperative that LCSAs work Report 77-08 which identifies, by LCSA, specific cases currently in CSE that have historic orders with active financial accounts. The consequence of not cleaning up these cases will be inaccurate data reported on the CS 1257 or OCSE 157 that may result in an audit finding. An audit finding will have a detrimental impact on Performance Measures and potential loss of federal funding to California.

As we near completion in transitioning all LCSAs to the CSE automation system, consistency in statewide practice and uniformity in service delivery is more readily attainable and important in customer service.

If you have any questions or concerns regarding this matter, please contact Cindi Pocoroba at (916) 464-5883.

Sincerely,

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BILL OTTERBECK
Deputy Director

cc: